

Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Previously presented) A method for processing telephone calls using IVR, said method comprising the steps of:

- (a) automatically answering a call from an individual and redirecting said call to an IVR Engine;
- (b) sending a signal from said IVR Engine to a Script Engine via a Data Interface Process (DIP), whereby said Script Engine may select an appropriate script and send an instruction and the selected script back to said IVR Engine;
- (c) passing said instruction from said IVR Engine to said individual;
- (d) collecting input from the individual given in response to the instruction;
and
- (e) sending the collected input from said IVR Engine to said Script Engine via said Data Interface.

2. through 3. (Canceled)

4. (Previously presented) The method according to claim 1 further comprising applying business rules and logic to the collected input on said Script Engine.

5. (Previously presented) The method according to claim 1 further comprising utilizing project configuration information in the Data Interface Process to establish a connection between said IVR Engine and an appropriate said Script Engine.

6. (Canceled)
7. (Previously presented) The method according to claim 1 further comprising warehousing the collected input by said Script Engine.
8. (Previously presented) The method according to claim 1 wherein selecting the script further comprises executing appropriate Application Programming Interfaces (APIs) for the call.
9. (Previously presented) The method according to claim 1 wherein validating the collected input on said Script Engine.
10. (Canceled)
11. (Previously presented) The method according to claim 1 further comprising translating between said Data Interface Process and said Script Engine.
12. through 13. (Canceled)
14. (Previously presented) The method according to claim 1 further comprising generating an electronic folder for each call, said electronic folder adapted to house any information pertinent to said call.
15. (Previously presented) A system for processing a telephone call from an individual using IVR, said system comprising:

- (a) a switch adapted to automatically answer and redirect the telephone call;
 - (b) an IVR Engine adapted to accept the telephone call redirected by said switch, said IVR Engine adapted to receive and perform a script per an instruction, and to send outgoing information to and receive incoming information from said individual in accordance with the script;
 - (c) a Main Script Engine adapted to receive an instruction from said IVR Engine, to select a script, and to return the instruction to said IVR Engine;
- and
- (d) a data interface process (DIP) adapted to interface between said IVR Engine and said Script Engine.

16. (Previously presented) A system according to claim 15 additionally comprising a data storage device coupled to said Main Script Engine for housing the incoming information received from the individual.

17. (Previously presented) The system according to claim 15 further comprising a Computer Telephony Interface adapted to connect and communicate between said IVR Engine and said switch.

18. (Canceled)

19. (Currently amended) The system according to claim ~~[[18]]~~15 further comprising a main system, which includes said Script Engine, adapted to warehouse the incoming information, to apply business rules and logic to the incoming information, and to return data and analysis of the incoming information.

20. through 21. (Canceled)

22. (Previously presented) The system according to claim 15 wherein said Script Engine is adapted to execute data validation of the incoming information.

23. (Previously presented) The system according to claim 15 wherein the Data Interface Process further comprises a socket interface between said IVR Engine and said Script Engine.

24. (Previously presented) The system according to claim 23 wherein said socket interface comprises a TCP-IP socket.

25. (Previously presented) The system according to claim 15 further comprising a Message Translator responsive to said Script Engine and configured to interpret the incoming and outgoing information.

26. (Previously presented) A system according to claim 15 additionally comprising a Script Message Emulator, said Script Message Emulator configured to provide a predetermined script to simulate said Script Engine and to interface with said IVR Engine.

27. (Canceled)